



Warehouse & Industrial  
Cleaning Solutions

# QUALITY MANAGEMENT SYSTEM

## Introduction

This document sets out the framework for the development and implementation of a Quality Management System to meet the required service level.

This Policy standard is applicable to all activities undertaken by WICS

## Objectives and Commitments

The overall quality objective is to ensure that WICS delivers consistently high service levels.

**WICS is committed to implementing appropriate quality management systems and processes to enable the delivery of the highest practicable quality services. We will therefore:**

- Clearly understand and document the requirements of our customers.
- Work closely with our customers to achieve our quality objectives.
- To consistently deliver services to the highest possible standards of quality and reliability.
- To provide all employees with the relevant training and support required to achieve company objectives.
- To continually review and monitor company performance and customer satisfaction.

## Requirements

- Competency - To ensure all employees are adequately trained, motivated and competent for the job they are required to do.
- Quality Management Responsibility - Senior management is identified with the responsibility for the development and ongoing management of the quality systems.
- Quality failings - Any failings which have/or could have resulted in a non compliance with the expected service levels will be investigated and rectified accordingly.

## Assurance

- Quality reviews - Are to be carried out internally, and will be subject to a planned schedule that will audit all the management systems.
- Quality Records - Are to be maintained throughout the Quality Management System.